

Virtual Volunteering Times

**A GREAT
PLACE TO
VOLUNTEER**

Volume 3 Issue 11

17 June 2022

Introducing Mrs Olivia Scott

Inside this issue:

CUH Arts	2
A day in the life	2
Poetry competition	4
Nature Quiz	6
Royal Quiz	7
Paws Corner	9
Help is at hand	9
New volunteer role	9
Where in the Trust & Friday Fact	9

New Magazine!

With things getting back to normal, we think its time to revamp our magazine and we would really like to know your ideas for what you'd like included:

- News from Voluntary Services
- Updates and articles from around CUH
- Articles from volunteers
- Any other suggestions

We also need a name for the magazine so please get your thinking caps on! Please email us at volunteer@addenbrookes.nhs.uk

Thank you



After a year of engagement and 10 months of planning we got married on Monday 30th May at Seckford Hall in Woodbridge, Suffolk.

The day started gloriously sunny and we thought we might be able to get away with the outside ceremony we had planned even though the clouds were imminent. We kept hoping right up to the wire but then after a discussion between the venue staff and registrars the decision was made to transfer everything inside to the Great Hall.

We were up with the lark and setting up the final touches to the table decorations and our bouquets before we'd even had breakfast. I was then locked away and hidden whilst everyone came in and out. I managed to keep remarkably calm right up until I put my dress on and then everything set in.

I arrived, via golf buggy (in true country style) to a receiving line of all the staff welcoming me. After a quick chat with the registrar and chance to catch my breath I was whisked down the aisle by my father to Ellie Goulding's "Love Me Like You Do". We barely had time to finish our post-ceremony prosecco before going outside to our waiting families for the "confetti shot", thankfully it had warmed up by this point and the earlier grey clouds gave way to beautiful blue skies for the photos.

It was lovely to see our families, some of whom we had not been able to see since before the pandemic. We had guests from near and far- one had even flown in from Spain!

We then had a lovely meal followed by speeches before attempting (we forgot about the board in between) to cut our cake. There was just enough left for us to enjoy after more photos.

There wasn't an evening reception however many of the guests were staying over so we had a recharge and reconvened in the bar later on.

Afterwards we had a 'minimoon' spa break for the rest of the week whilst we wait until October for our main honeymoon in New York

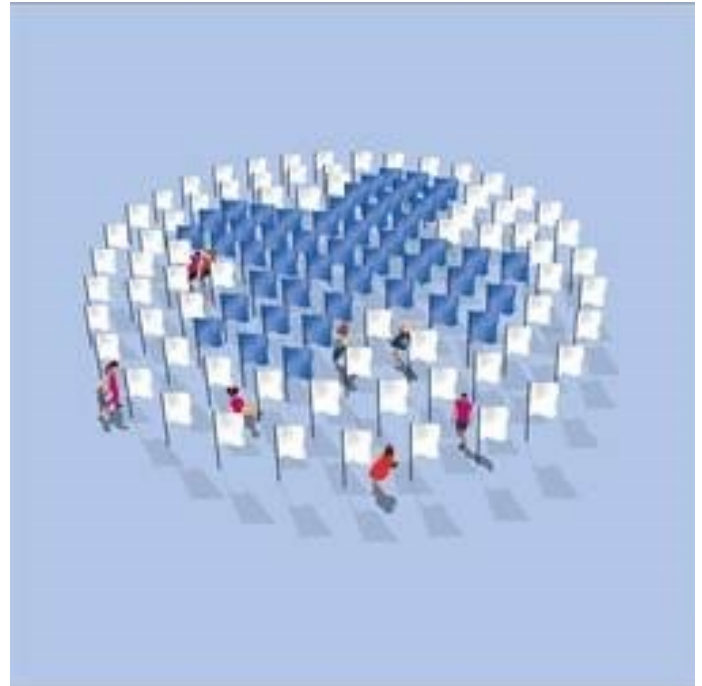
CUH Arts Festival - 27 June to 1 July 2022

CUH Arts are delighted to invite you to join them for a week-long celebration of the Arts.

Live arts, performances and workshops amongst the flags of *In Memoriam* at The Green & The Gardens, online, and across our hospitals.

Events include a creative writing session with bestselling author, Hannah Jane Walker, CUH Art Collection tours, movement to music sessions, inspiring music, and even a sketch workshop.

Whatever your interests, why not take some time to enjoy something new or perhaps you might just want to sit back and enjoy listening to some wonderful music? Some of the sessions need to be booked whereas others you can just drop in. For details of the sessions, please see the attached flyer.



For bookable sessions, please email art@addenbrookes.nhs.uk

A day in the life Molly, Directorate Support Manager

How long have you been doing your role?

I started working at CUH in 2014 as a receptionist in outpatients. Since then I have worked as a support medical secretary, medical secretary, outpatient administrator and outpatient office manager. My current role is very new and hasn't existed in outpatients before, so it's been a very exciting 7 months so far!

What are the main things you do?

My role is very varied and I enjoy the fact that every day is different. I work with very supportive colleagues from the team I manage, to my line manager and senior team. As I have worked in outpatients for quite a few years now I am the 'go to' person for queries and will always help colleagues to find an answer. I really enjoy helping patients and improving the services we provide.



The most challenging part of my role so far has been starting this role during a time when we have been incredible short staffed due to staff being off poorly, staff leaving, covid-19 and also training new staff and office manager. It's a big a lot of juggling and late nights working to keep on top of everything. Thankfully this has resolved itself and is back to normal – whatever normal is!

I currently manage our outpatient office manager, who in turn line-manages our team of 6 staff.

Some of the services I manage include: Admin for the Magog PCR swab bookings. The team book the patients swab appointments and deal with any calls and queries regarding these including cancelling appointments, rescheduling and liaising with the clinical teams who request the swab orders.

Responsible for the national Elective Care COVID-19 home testing service (ECCHTS) at CUH. This service sends PCR kits directly to patient's homes so they can complete their swabs and post them to the labs for processing. This service eliminates patients having to travel to the Magog drive through for their swab, especially if they live far away.

Overseeing the interpreting service for the Trust. This service books face to face, video and telephone interpreting for patients who require language interpreting for their appointments. We can also translate documents into multiple formats and languages. At CUH our most requested language is British Sign Language (BSL). I have also set up training sessions for our junior doctors so they can learn how this service works and its importance.

Overseeing the Trusts video appointment platform known as Attend Anywhere. I collect the data around patient's experience of using video appointments and am currently looking at ways we can improve patient communications for these appointments to make it as easy as possible. I also help set up new services on this platform and train colleagues on how it works.

Part of my role is also running the out of hours patient transport service for our inpatients. We run this from 1600 -2000 Monday to Friday and 09:00-17:00 on Saturday and Sunday. We take over ordering the transport and coordinating journeys from the transport office, which is also a part of Outpatients. This can be a very busy task for the team to cover and at times can be overwhelming, especially as the out of ours is covered by one member of staff per shift.

Outpatient main reception is another area I look after which can also be very busy at times.

Alongside this, I also support the outpatient senior team with various projects and pieces of work which I always find very interesting. I enjoy expanding my knowledge and learning new skills.

What is your shift pattern/length of a shift

I work Monday to Friday full time and some of these days work from home. I really enjoy the split of being onsite and working from home. I get a lot more work completed at home as there are no interruptions and it's a calmer environment.

Something which may surprise us about your role?

Outside of work in my spare time I am visiting my local riding stables where I have lessons and go out on hacks. I am also getting married in 2023 so am enjoying planning this in my spare time.



Updates on mask wearing

The areas where masks must be worn has been updated as follows:

- Designated 'red' wards – J3
- Adult critical care areas (A2, A3, D3 and D4)
- Infectious Diseases - N2, D10
- Respiratory - N3
- Oncology - C9, D9, C10, E10, L5 Haematology, Cancer Assessment Unit, Haematology Oncology day Unit, Oncology Clinic, Radiotherapy
- Transplant and dialysis – G5, F5, Dialysis beds on C5
- Paediatrics – C2, PDU, C3 (respiratory beds)

Facemasks will continue to be available for those staff, visitors and patients who prefer to wear one.

Volunteer Week Competitions...

Poems

Who knew we had such literary talent within our merry band of volunteers? Judged anonymously by David Wherrett, Director of Workforce, it was a really tough decision as all the poems captured the act of giving time joyously and freely. Well done to Simon and Dave.

Volunteering at CUH - Simon Boyd

What binds us all together, what needs, what interests
and what dreams?
From different trades and walks of life, some former nurses,
Teachers, grateful patients, and every other job of work between.
But now we guide and marshal, chat and dole out lunches,
To bring a smile to people facing pain.
And we're not the experts, can't nurse or make you better,
Or hand you back your life made new again.
We only bring a hint of home, the world beyond these windows,
That carries on and waits for your return.
And most of all we're proud to be part of something so stupendous,
A force for good that passes all our dreams.

Winner

My Time - Philip Gray

Time to waste
Time to stew
Time to think
Time to reflect

My Time
Giving time
Sharing time
Happy times

No time to waste
No time to delay
Let's make haste
Volunteer today

Time to act - Philip Gray

Is time linear
Is time expanding
Is time ever lasting

Your time or their time
Her time or His time
My time, my own time

Does time fly
Does one need to give up time
Does one give up their time for nothing

Volunteering is making time for others
And being given an amazing time back
No matter how long you volunteer, you'll always be remembered
- in time

The Volunteers - Michael Jump

*The Volunteers' Arms is a neighbourhood pub
The food there is great and it's more like a club.*

*The volunteer's Arms are welcoming too,
They're open, and say
"I'm here, what's to do?"*

*If you have a few hours to spare
One day a week
You'll be helping to care
For the sick and the weak,
The young and the old; it's worth it, you know,
So come on, be bold, and give it a go.*

*The volunteer staff are a wonderful crew
They'll help you decide what you might want to do.
You can sign up online, it's easily done.
Then you'll be ready to join in the fun!*

I am a DJ, I am what I play...

By

Trish Marchant

Shut down your emails, grab your keys, you have a show to do.

Its Tuesday 6pm again and you have fun to brew

Set up the mixing deck and phones and fade out BBC

“Hey Addenbrookes, are you out there and won’t you listen to me?”

A short intro, some weather news, and general nonsense chat

Then on to the first music piece, an 80’s track perhaps?

Rick Astley never gives you up to start the tapping feet

Then Elvis asks you “Don’t be Cruel” while capturing the beat

Frank Sinatra, does it his way to the moon and back

And I nip of to choose some vinyl from the record rack

A brief dive into music stats from our friend Wiki Pedia

To surface with a burst of Queen and Rhapsody Bohemia

“Dear Listener”, Wogan used to say, “I hope you liked the show”

And I sign off, wish all the best to you and all you know.

“Thanks patients for your patience” (a captive audience though!)

Here to help - Dave Beattie

Runner
Up

Not everyone is here by choice
So let’s provide a cheerful voice.
If we can help to ease the way,
to guide you on a stressful day.
To walk with you, or push a Staxi,
Chat a bit, to call a taxi.
Please remember what I said
And call on us, the ones in red.

Volunteers - Nina Lockyer

Volunteers

What are they

People who care

Anytime any day

Giving time free of charge

Special people small medium and large

Canine friends to give a hand

Bringing comfort across the land

Without us all

Where would we be

We are a nation of carers

And all for free.

‘It’s good to talk’ - Neil Crittenden

No-one appreciates my music tastes, not even my wife

So I had a crazy plan, that could change my life

“Addenbrooke’s has a radio station” I said. She replied, “No way”

And from that moment on, I started my journey to be a volunteer DJ

From the very first day I knew it was the right move

Taking requests from patients, who aren’t feeling great

Helping them to recover their groove

Playing songs for patients is what I love to do

From Dolly Parton to Rachmaninov, and even Betty Boo

But now we’re getting back to normal, and we’ve had our vaccinations

I can’t wait to get behind the mic, of my favourite radio station

Time to act - Philip Gray

Gaining time

Losing time

Creating time

Lost in time

Time on my hands

Time to think

Time to heal

Time to act

Summertime

Wintertime

Anytime

Volunteering time

Philip
GraySimon
Boyd

Nature quiz answers

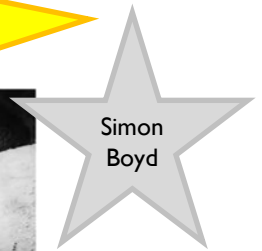
- | | | |
|----|---|--|
| 1 | Which plant, widespread in Britain, if touched causes a serious chemical reaction which makes skin hypersensitive to ultraviolet light? | Giant Hogweed. |
| 2 | Which garden plant in the 17th century was exchanged as a form of currency? | Tulips in the Netherlands |
| 3 | Approximately how many years can an oak tree live for? | 1000 years |
| 4 | The raffia palm is the plant with the biggest leaves in the world. Roughly how long can their leaves grow up to? | 25 meters |
| 5 | What is the most produced grain plant in the world? | Corn/maize |
| 6 | The pineapple plants originated from which continent? | South America |
| 7 | What would a gardener do with a dibber or dibble? | Transplanting seedlings & small plants |
| 8 | The Death Cap is the most poisonous variety of what? | Mushroom |
| 9 | What is the name of the 3 leafed clover associated with St Patrick's Day | Shamrock |
| 10 | Which part of a flowering plant is often used to make oil? | Seed |
| 11 | Which plant takes it's name from the Italian phrase for Beautiful women? | Belladonna |
| 12 | What is the popular name for the Antirrhinum? | Snapdragon |
| 13 | What is the sacred flower of the Buddhist religion? | Lotus |
| 14 | What do Yew; Laburnum Seeds & Mistletoe berries have in common? | All poisonous |
| 15 | What is another name for the Rowan Tree? | Mountain Ash |
| 16 | Which flower is also the goddess of the rainbow in Greek Mythology? | Iris |
| 17 | What is the common name for salix babylonica? | Weeping Willow |
| 18 | Which flower's name comes from the Ancient Greek word for star? | Aster |
| 19 | Who designed the Blue Peter Garden in 1974? | Percy Thrower |
| 20 | Which king created the Hanging Gardens of Babylon? | Nebuchadnezzar II |

Tie Break Questions

Which member of the Voluntary Services Team has an RHS qualification and what year did they achieve this Jane in 2005



Royal quiz answers



Prince Harry



Prince Charles



Prince Diana



Queen Elizabeth II



Prince George



Prince William

Round 2 Royals in recent (or fairly recent) memory

- | | | |
|---|--|---|
| 1 | William and Kate met at university. What subject did they both major in? | Geography and History of Art |
| 2 | Which member of the royal family has won an Olympic silver medal? | Zara Tindall (Princess Anne competed but never got a medal) |
| 3 | In 2002, it was revealed that which member of the royal family did a 'wicked Ali G. impression'? | The Queen Mother |
| 4 | What is the name of Prince Charles's official residence? | Clarence House |





Royal quiz answers

Round 3 Royals in history

- | | | |
|---|---|----------------------------------|
| 1 | In 1748, King George II decided he was going to have two of something, which most of only have one. To this day the Queen continues the tradition of having | Birthday |
| 2 | What name is shared by a vodka-based cocktail, a superstition involving a mirror, | Bloody Mary |
| 3 | Which historical royal couple had nine children, called Victoria, Albert, Alice, | Queen Victoria and Prince Albert |
| 4 | King Henry I of England is thought to have died from eating too many lampreys. | A type of eel |

Round 4 Royals in film and TV

- | | | |
|---|--|----------------------|
| 1 | Which actress has played Princess Margaret and the Queen Mother, each in separate performances (a movie and a TV series) | Helena Bonham Carter |
| 2 | In which 2019 movie did Princes William and Harry reportedly film cameo appearances for, although they were apparently cut out of the final edit? | Star Wars |
| 3 | In 1998, Sarah Ferguson made an appearance in which TV series? | Friends |
| 4 | What's the name of the drinking game played by the Royal Family in Season 4 of the Crown, that Diana was brilliant at (and Margaret Thatcher wasn't so good at)? | Ibble Dibble |

Round 5 Royals, rules and traditions

- | | | |
|---|---|--|
| 1 | In 2009, Michelle Obama broke a rule of etiquette when interacting with the Queen. What faux pas did she make? | Hugged the Queen - she didn't mind |
| 2 | At a royal engagement, if the Queen moves her handbag from one hand to another, what (reportedly) is she giving her staff a secret sign to do? | Help her finish a conversation |
| 3 | How many members of the Royal Family are exempt from having to carry a passport when travelling abroad.? | One - the Queen |
| 4 | According to tradition, if you meet the Queen you should first address her as 'Your Majesty'. What three words should you use when first meeting other members of the Royal Family? | Your Royal Highness |
| | Tie Breaker
Which member of the Voluntary Services Team was sitting on the edge of a swimming pool when Prince Philip opened a leisure centre? | Jane. The children had need instructed not to wave but she couldn't resist. He waved back. |



A GREAT PLACE TO VOLUNTEER

Voluntary Services
Box 214
Cambridge University NHS Foundation Trust
Hills Road
Cambridge CB2 0QQ
Phone: 01223 586616
E-mail: volunteer@addenbrookes.nhs.uk
www.volunteering.cuh.org.uk

CUH Volunteers

We're on the web!
www.volunteering.cuh.org.uk

Paws Corner

Here's Charles with the pawsomely handsome Pablo waiting in the Jubilee Gardens.

Pablo and some of his PAT dog friends have been providing comfort and cuddles to staff. The great news is they will soon be back on the wards to cheer up our patients - none of us can wait!



Help is a call away

Health Assured offer a free confidential advice and counselling service for CUH staff.

24/7 helpline: 0800 783 2808

New role available....

Great news, we have another new volunteer role here at CUH, this time working closely with our PALS team to support carers.

By helping maintain stocks of Carers Information booklets as well as other PALS information on wards and in clinics, the volunteer will really ensure relevant and up to date information is available to all those who may need it.

If you might be interested in this role, please do let us know by contacting volunteer@addenbrookes.nhs.uk

If you like fresh air, we've got just the role for you!

We are hugely proud of our amazing team at Newmarket Park and Ride Phlebotomy Service and we would love for the team to grow. Our volunteers have been helping manage the traffic waiting for blood tests since October 2020, not long after the off-site phlebotomy service started.

One of the volunteers described how keenly she felt the role made a difference to our community and the running of the service - this has been reflected in multiple You Made a Difference nominations. If you might be interested in this role, please do let us know by contacting us at volunteer@addenbrookes.nhs.uk

Where in the Trust? Friday Fact



The Empire State Building in New York was the tallest building in the world from 1931 until 1971, and was the first

Answer's to last week's puzzle:

Where in the Trust? IMS sign in Addenbrooke's Treatment Centre

